







National VA Bereaved Family Survey (BFS)



Questions

Comparison of FY 09 to FY 10

Domain	FY 09	FY 10: Pilot Performance Measure
Speak in understandable way (removed)	1. During [Veteran's] last month, how often did the doctors and other staff who took care of patient peak in an understandable way? <input type="checkbox"/> Always/ Usually/ Sometimes/ Never	Question removed
Listen	2. During [Veteran's] last month, how much of the time were the doctors and other staff who care of [Veteran} willing to take time to listen ? <input type="checkbox"/> Always/ Usually/ Sometimes/ Never	Same 1. During [Veterans] last month, how much of the time were the doctors and other staff who care of [Veteran] willing to take time to listen ? <input type="checkbox"/> Always/ Usually/ Sometimes/ Never
Receive <i>rephrased to</i> Provide	3. During [Veteran's] last month, how often did [Veteran] receive medication or medical treatment that you and [he/she] did NOT want ? Always/ Usually/ Sometimes/ <input type="checkbox"/> Never	Rephrased to [Provide]: 2. During [Veteran]'s last month of life, how often did the doctors and other staff provide [Veteran] the medication and medical treatment that you and [he/she] wanted? <input type="checkbox"/> Always/ Usually/ Sometimes/ Never
Respect	4. During [Veteran's] last month, how often were the doctors and other staff who took care of patient [Veteran] kind, caring and respectful ? <input type="checkbox"/> Always/ Usually/ Sometimes/ Never	Same 3. During [Veteran's] last month, how often were the doctors and other staff who took care of patient [Veteran] kind, caring and respectful ? <input type="checkbox"/> Always/ Usually/ Sometimes/ Never

Domain	FY 09	FY 10: Pilot Performance Measure
Inform	<p>5. During [Veteran's] last month, how often did the doctors and other staff who took care of patient keep you and the family informed about [his/her] condition and treatment?</p> <p><input type="checkbox"/> Always/ <input type="checkbox"/> Usually/ <input type="checkbox"/> Sometimes/ <input type="checkbox"/> Never</p>	<p>Same</p> <p>4. During [Veteran's] last month, how often did the doctors and other staff who took care of patient keep you and the family informed about [his/her] condition and treatment?</p> <p><input type="checkbox"/> Always/ <input type="checkbox"/> Usually/ <input type="checkbox"/> Sometimes/ <input type="checkbox"/> Never</p>
Last Hours <i>rephrased to</i> Alert	<p>6. Did anyone tell what would happen during [Veteran's] last hours of life?</p> <p><input type="checkbox"/> Yes/ <input type="checkbox"/> No</p>	<p>Rephrased to [Alert]</p> <p>5. Did anyone alert you or your family when [Veteran] was about to die?</p> <p><input type="checkbox"/> Yes/ <input type="checkbox"/> No</p>
Personal care needs	<p>7. From what you know about [Veteran's] time as an inpatient, how often do you think [his/her] personal care needs- such as bathing, dressing, and eating meals- were taken care of as well as they should have been?</p> <p><input type="checkbox"/> Always/ <input type="checkbox"/> Usually/ <input type="checkbox"/> Sometimes/ <input type="checkbox"/> Never</p>	<p>Same</p> <p>6. From what you know about [Veteran's] time as an inpatient, how often do you think [his/her] personal care needs- such as bathing, dressing, and eating meals- were taken care of as well as they should have been?</p> <p><input type="checkbox"/> Always/ <input type="checkbox"/> Usually/ <input type="checkbox"/> Sometimes/ <input type="checkbox"/> Never</p>
Pain	<p>8. In the last month of [his/her] life, did [Veteran] have pain or did [he/she] take medicine for pain?</p> <p><input type="checkbox"/> Yes/ <input type="checkbox"/> No</p>	<p>Same</p> <p>7. In the last month of [his/her] life, did [Veteran] have pain or did [he/she] take medicine for pain?</p> <p><input type="checkbox"/> Yes/ <input type="checkbox"/> No</p>
Pain~ uncomfortable	<p>9. [If YES to #8] How often did [Veteran's] pain make [him/her] uncomfortable?</p> <p>Always/ Usually/ Sometimes/ <input type="checkbox"/> Never</p>	<p>Same</p> <p>8. [If YES to #7] How often did [Veteran's] pain make [him/her] uncomfortable?</p> <p>Always/ Usually/ Sometimes/ <input type="checkbox"/> Never</p>

Domain	FY 09	FY 10: Pilot Performance Measure
PTSD {1}		<p> New </p> <p>9. Some Veterans near the end of life re-experience the stress and emotions that they had when they were in combat. Did this happen to [Veteran] in the last month of life?</p> <p><input type="checkbox"/> Yes/ No</p>
PTSD {2}		<p> New </p> <p>10. [If YES to #9] How often did [Veteran's] stress make [him/her] uncomfortable?</p> <p>Always/ Usually/ Sometimes/ <input type="checkbox"/> Never</p>
Spiritual Support	<p>10. In [Veteran's] last month of life, how much of the time did the doctors and other staff who took care of [Veteran] provide you and [Veteran] the kind of spiritual support that you and [he/she] would have liked?</p> <p><input type="checkbox"/> Always/ Usually/ Sometimes/ Never/ Did not want/need spiritual support</p>	<p>Same</p> <p>11. In [Veteran's] last month of life, how much of the time did the doctors and other staff who took care of [Veteran] provide you and [Veteran] the kind of spiritual support that you and [he/she] would have liked?</p> <p><input type="checkbox"/> Always/ Usually/ Sometimes/ Never/ Did not want/need spiritual support</p>
Emotional Support	<p>11. During [Veteran's] last month, how much of the time did the doctors and other staff who took care of [Veteran] provide you and [Veteran] the kind of emotional support that you and [he/she] would have liked prior to [his/her] death?</p> <p><input type="checkbox"/> Always/ Usually/ Sometimes/ Never/ Did not want/need emotional support</p>	<p>Same</p> <p>12. During [Veteran's] last month, how much of the time did the doctors and other staff who took care of [Veteran] provide you and [Veteran] the kind of emotional support that you and [he/she] would have liked prior to [his/her] death?</p> <p><input type="checkbox"/> Always/ Usually/ Sometimes/ Never/ Did not want/need emotional support</p>
Bereavement	<p>12. What about after [Veteran's] death- how much of the time did the doctors and other staff who took care of [Veteran] provide you the kind of emotional support that you would have wanted?</p> <p><input type="checkbox"/> Always/ Usually/ Sometimes/ Never/ Did not want/need emotional support</p>	<p>Same</p> <p>13. What about after [Veteran's] death- how much of the time did the doctors and other staff who took care of [Veteran] provide you the kind of emotional support that you would have wanted?</p> <p><input type="checkbox"/> Always/ Usually/ Sometimes/ Never/ Did not want/need emotional support</p>

Domain	FY 09	FY 10: Pilot Performance Measure
Survivor Benefits		 New 14. Would it have been helpful if the VA had provided more information about benefits for surviving spouses and dependents ? Yes/ <input type="checkbox"/> No
Burial and Memorial Benefits		 New 15. Would it have been helpful if the VA had provided more information about burial and memorial benefits ? Yes/ <input type="checkbox"/> No
Funeral arrangements	13. Would it have been helpful if the VA had provided more help with [Veteran's] funeral arrangements ? Yes/ <input type="checkbox"/> No	Same 16. Would it have been helpful if the VA had provided more help with [Veteran's] funeral arrangements ? Yes/ <input type="checkbox"/> No
Satisfaction of care	14. Overall , how would you rate the care that [Veteran] received in the last month of life? <input type="checkbox"/> Excellent / Very Good / Good / Fair / Poor	Same 17. Overall , how would you rate the care that [Veteran] received in the last month of life? <input type="checkbox"/> Excellent / Very Good / Good / Fair / Poor
Care during the last month	15. Is there anything else that you would like to share about [Veteran's] care during the last month of life?	Same 18. Is there anything else that you would like to share about [Veteran's] care during the last month of life?
Improvement of care	16. Is there anything else that you would like to share about how the care could have been improved for [Veteran]?	Same 19. Is there anything else that you would like to share about how the care could have been improved for [Veteran]?